



TECHNICAL INFORMATION BULLETIN

TENNESSEE EMERGENCY COMMUNICATIONS BOARD

Lynn Questell, Executive Director

Randy Porter, Chairman

11/10/2005

Wireless Phase 2 Update

This is the first of many informational bulletins that will be provided to each Emergency Communications District and Public Safety Answering Point in Tennessee to keep you updated on the many issues affecting 9-1-1 calls. I look forward to any suggestions you may have for future bulletins. This first one addresses Wireless Phase 2 status.

All counties in Tennessee should now be receiving wireless calls with near accurate location information for wireless handsets either initially when the call is answered or within 30 seconds by pressing the re-bid or re-transmit button on your 911, CAD, or mapping system. Accuracy of the location can be affected by the geography in which the handset is located. In some cases, the handset may not have signal off enough cellsites for an accurate location to be calculated.

There have been reports by PSAPs of receiving calls that should have been routed to a county a significant distance away. Calls from adjacent counties are generally going to occur and will generally not be correctable – at least for now. I am very interested in those cases in which a call was received that are at least a county beyond your own. Please use the Mis-route Form previously provided to you by Lynn Questell. Call or email me if you need another master copy of the form.

While I know a re-bid of the ALI data is not needed in many cases (caller gives a good location), I would request that you select a day or two and have the dispatchers do a re-bid on several calls to ensure that updated information is received and accurately reflects the caller's location. In cases where a handset's location is not identified, please email or fax me the information including the date, time, wireless carrier, pANI, and caller's number.

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